



Eric J. Holcomb
Governor

**STAFF DEVELOPMENT & TRAINING
STATE OF INDIANA
Department of Correction
2050 N. CR 50 E**

Robert E. Carter Jr.
Commissioner

New Castle, Indiana 47362-9202
Phone: (765) 521-0230 • Fax: (765) 521-0595 or (765) 529-6873

Nancy A. Riley
Executive Director

OPERATIONAL PROCEDURE: #08-01, "IDOC Store – Reflections of Pride"
Effective Date: March 5, 2021 **East Region – CTI Store & Online Orders**

I. PURPOSE: The purpose of this directive is to implement and sustain a viable system that governs the control of inventory, tracking and receipts of all methods of profit for the DOC Store and equipment assigned to the Correctional Training Institute, Division of Staff Development and Training, DOC Store in Room 116. The DOC Store will herein be known as "Reflections of Pride". The Staff Development and Training profits will be used for training purposes to help reduce the financial burden on IDOC for delivering high quality training.

II. PROCEDURE:

EAST REGION ROP STORE

VENDOR MERCHANDISE

1. **CONTROL:** The Store Clerk or designee is the lead staff member responsible for assignment, control, issuance, and safekeeping of all merchandise.
2. **KEYS:** The Reflections of Pride and Storage Area will be secured with a Restricted Key. **These areas will be secured at all times when not in use.**
3. **HOURS OF OPERATION:** The suggested Hours of Operation will be every Thursday from 11:30 a.m. until 12:30 p.m. and 1/2 hour a day for any one-day Special Events Trainings. The Store Clerk will check the Outlook Classroom Reservation Calendar for Special Events Trainings and schedule as needed on the Classroom Reservation Calendar. The Store Clerk will check with the Special Events Training Instructor/Coordinator to find out the lunch hour and operate the Reflections of Pride during that time. If it is a large event, the Store Clerk will schedule a staff member for assistance.
4. **INVENTORY:** All merchandise will be delivered by the vendor. and inventoried prior to initiating sales on the packing slip by the Store Clerk or designee. An email will be sent to the vendor, Kerry Kelley and the SD&T Executive Director stating date of receipt, list of merchandise and amounts received. The vendor will maintain an inventory and all inventory inspections will be conducted by the Store Clerk per the vendor's request.

5. **SALES:** The Store Clerk will log into the computer and sign into the ROP Store account. All sales will be processed, and payment confirmed before merchandise is given to the customer. Payment shall be debit/credit card only. All receipts will go directly to the email address provided by the customer. All sales are final, and no exchanges will be made.

PICNIC TABLES & MEMORY BOXES

1. **CONTROL:** Pendleton Correctional Facility will construct all picnic tables and memory boxes sold from the ROP Store.
2. **SALES:** The Store Clerk will log into the computer and sign into the ROP Store account. All sales will be processed, and payment confirmed before a confirmation email is sent to the customer. Payment shall be debit/credit card only. All receipts will go directly to the email address provided by the customer. Once the sale has been confirmed the Store Clerk will notify the customer via email and CC Stanley Vincent VStanley@idoc.IN.gov that their order has been processed and to contact Stanley Vincent to confirm a date and time to pick up their order. All orders shall be picked up at the Pendleton Correctional Facility by the customer. All sales are final, and no exchanges will be made.

ROP ONLINE ORDERS:

1. **CONTROL:** The vendor will be responsible for receiving, completing, and shipping all online orders.
2. **ONLINE SALES:** Indiana Department of Correction employees may access the online store through the vendor account. Payment shall be debit/credit card only. Orders shall be processed online and shipped to the IDOC staff member's facility to the Warehouse Department. The warehouse will notify the customer upon receipt of their order for them to pick up. The Store Clerk will forward any customer online inquiries received to Steve VanCleave at UDC, for order confirmation and/or updates then notify the customer, via email, of their order status. The customer must provide a copy of their online sales receipt. All sales are final, and no exchanges will be made.

This Operational Procedure is effective immediately and shall remain in effect until further notice from the office of the Executive Director.

Signature: 
Nancy Riley, Executive Director
Date: 3/5/21